



## **JOB VACANCY**

**JOB TITLE**

Service Center Manager

**GRADE**

11

**DEPARTMENT**

Service Center

**JOB PURPOSE:**

This is a skilled technical and supervisory position with responsibility for all aspects of the Service Center where all public transit and fleet vehicles are serviced and repaired for the City of Gatlinburg. Work is performed under the regular supervision of the Public Works Director.

**ESSENTIAL FUNCTIONS:**

Oversees routine preventive maintenance activities, insuring that all safety inspections and repair work on the City owned vehicles are conducted in a thorough and timely manner, assisting with the operation of diagnostic equipment to determine needed repairs, and overseeing the installation of specialized lighting and radios and overhaul of major vehicle components when necessary. Requires knowledge and expertise in automotive repair, maintenance, fuel systems and fleet inventory, ability to effectively supervise and direct the activities of mechanics, accuracy and organization of repair records, inventories and related documentation, ability to complete job assignments in a thorough and timely manner, and organizational, interpersonal and decision making skills.

**QUALIFICATIONS:**

Graduation from an accredited high school supplemented with considerable training and education in auto mechanics; extensive experience in diagnosing and performing repair work and preventive maintenance on fleet vehicles and heavy equipment; ability to weld and fabricate metals; sufficient physical strength and agility to perform the physically demanding aspects of the job; strong organizational, interpersonal and decision making skills; considerable experience supervising and directing the activities of staff.

**SPECIAL REQUIREMENTS:**

- Possession of a valid Tennessee Driver's license and the ability to be insured at standard Vehicle liability rates.
- Tennessee Class B CDL preferred.
- Incumbents are required to obtain a Tennessee Class B CDL within 1 year of employment.
- Must possess ASE certifications in a minimum of four (4) categories.

**SALARY AND BENEFITS:**

The current starting pay for the Service Center Manager is \$46,397.00.

The City currently provides the following 100% City-paid employee benefits: United Healthcare medical insurance, dental insurance, \$20,000 life insurance policy, long-term disability insurance, longevity pay, vacation leave, sick leave, 11 paid holidays, and bereavement leave.

A post-offer drug screen and physical is required for all positions. **Applications accepted until October 31, 2016.**

**Applications are available at City Hall, 1230 East Parkway, Gatlinburg or online at [www.gatlinburgtn.gov](http://www.gatlinburgtn.gov)** No phone calls please.

*It is the policy of the City of Gatlinburg not to discriminate on the basis of race, color, national origin, age, sex, or disability pursuant to Title VI of the Civil Rights Act of 1964, Public Law 93-112 and 101-336 in its hiring, employment practices and programs.*

## **Service Center Manager**

### **Nature of Work**

This is skilled technical and supervisory work with responsibility for all aspects of the service center where all public transit and fleet vehicles are serviced and repaired for the city of Gatlinburg. Activities associated with the job include overseeing routine preventive maintenance activities, insuring that all safety inspections and repair work on city owned vehicles are conducted in a thorough and timely manner, assisting with the operation of diagnostic equipment to determine needed repairs, and overseeing the installation of specialized lighting and radios and overhaul of major vehicle components when necessary. Additional activities include supervising brake repairs, repair and/or replacement of clutches, transmissions and axle assemblies and assisting with welding and fabricating parts when required. Job duties required extensive knowledge and experience in automobile repair and maintenance, heavy equipment repair, hydraulics, welding, and metal fabrication, sufficient strength and agility to perform the physically demanding aspects of the job, considerable supervisory experience and strong interpersonal, organizational and decision making skills. Job performance is evaluated by the Public Services Director through review of knowledge and expertise in automotive repair and maintenance, ability to effectively supervise and direct the activities of Mechanics, accuracy and organization of repair records, inventories and related documentation, ability to complete job assignments in a thorough and timely manner, and organizational, interpersonal and decision making skills.

### **Illustrative Examples of Work**

- Oversees repair work and preventive maintenance activities on public transit, fleet vehicles and heavy equipment.
- Supervises and assists with troubleshooting and diagnosing equipment malfunctions to determine needed repairs.
- Provides technical advice and assistance to Mechanics and inspects work to ensure compliance with specifications and standards.
- Supervises the rebuilding and/or replacement of gas and diesel engines and repair of electrical, cooling, suspension, and braking components and systems.
- Supervises the repair and/or replacement of heating and air-conditioning systems and components.
- Oversees and assists with diagnosing and repairing electrical system components including switches, fuses, bulbs, wiring components, etc.
- Oversees and assists with performing preventive maintenance activities including changing oils, fluids and filters, greasing fittings, cleaning or degreasing as necessary, replacing tires, brakes, repacking seals, gaskets and hoses, etc.
- Supervises and assists with repairing and/or rebuilding automatic and manual transmissions.

- Supervises the repair and/or replacement of drive trains, front and rear axle assemblies and steering system components.
- Oversees the repair and/or replacement of valves and seats, rings and bearings, and other engine components.
- Supervises and assists with installing and/or troubleshooting emergency lights and light racks on emergency response and law enforcement vehicles.
- Supervises the repair of specialized medical and emergency response equipment on ambulances.
- Supervises and assists with repairing hydraulic devices and components on highway equipment.
- Oversees the repair and overhauling of equipment and small engines including lawn mowers and chainsaws.
- Oversees and assists with repairing highway mowing equipment and removes and installs blades when necessary.
- Operates a variety of tools and equipment such as hand tools, jacks, chain hoists, air wrenches, grease racks, low boys, arc welders, cutting torches, drill presses, lathes, milling machines, and grinders.
- Welds and fabricates metal parts and components when necessary to repair heavy equipment.
- Conducts safety and preventive maintenance inspections on fleet vehicles and heavy equipment to ensure they are in proper working order.
- Insures that all tools and equipment are kept clean, properly stored and in good working order.
- Maintains service and repair records on all vehicles and equipment serviced in the shop in a computerized data base.
- Develops, maintains and updates computer programs to handle scheduled maintenance and inventory programs.
- Assists in making decisions on whether to repair equipment or junk for parts.
- Assists with evaluating the performance of service center personnel.
- Insures that the repair shop is in compliance with required safety regulations.
- Assists with preparing and maintaining repair records and other documentation pertaining to the repair and maintenance of vehicles and equipment.
- Performs related duties as required.
- Be familiar with automation, maintenance and billing of fuel systems.

### **Necessary Requirements of Work**

Graduation from an accredited high school supplemented with considerable training and education in auto mechanics; extensive experience in diagnosing and performing repair work and preventive maintenance on fleet vehicles and heavy equipment; ability to weld and fabricate metals; sufficient physical strength and agility to perform the physically demanding aspects of the job; strong organizational, interpersonal and decision making skills; considerable experience supervising and directing the activities of staff; or any equivalent combination of education and experience to provide the following critical knowledge, abilities and skills:

- Extensive knowledge of heavy equipment mechanics including engine and drive train components, suspension, fuel/exhaust systems, electrical systems, alignment/body work, brake systems, and wheel/tire maintenance.

- Extensive knowledge of diagnostic equipment utilized to determine needed repairs and/or adjustments.
- Extensive knowledge of the Tennessee Department of Transportation safety rules and regulations.
- Extensive knowledge of welding various types of metals including the use of cutting torches, arc welders, stick welders and wire welders.
- Extensive knowledge of routine preventive maintenance activities associated with road maintenance, public transit, emergency response and mowing equipment.
- Extensive knowledge of hydraulic systems and components.
- Extensive knowledge of automotive heating and air conditioning systems and components.
- Extensive knowledge of safety precautions associated with heavy equipment repair and maintenance.
- Thorough knowledge of record keeping procedures pertaining to safety inspections, mileage logs, and inventory.
- Thorough knowledge of effective supervisory techniques and practices including the selection, evaluation, motivation and discipline and/or discharge of personnel.
- Considerable knowledge of computerized software applications utilized for inventory control and scheduling work related activities.
- Ability to read and interpret manuals and schematics utilized for repair work.
- Ability to troubleshoot and diagnose equipment malfunctions and perform needed repairs.
- Ability to follow instructions and communicate effectively with the public and co-workers.
- Ability to perform the physically demanding aspects of the job.
- Ability to effectively supervise and direct the activities of the Service Center Supervisor, Automotive Parts Specialist and Mechanics.
- Ability to document repair activities performed on vehicles and equipment.
- Ability to inspect vehicles and detect worn and/or broken parts and components and perform needed repairs.
- Ability to interpret and work from sketches, diagrams and installation and repair charts.
- Skill in the use of power tools, hand tools, and automotive diagnostic equipment.
- Skill in the use of automotive shop equipment including low boys, grease racks, hoists, drill presses, etc.
- Skill in the use of welding equipment and fabricating metal parts and components.
- Skill in the operation of motor vehicles, mowing and road maintenance equipment.
- Skill in fleet inventory management and related computer software.

### **Physical Requirements**

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, reaching, pushing, pulling, lifting, fingering, and grasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is

required for visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arms length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the work is subject to inside and outside environmental conditions, extreme heat, noise, vibration, hazards, atmospheric conditions, and oils.

### **Necessary Special Requirements**

- Possession of a valid Tennessee Driver's license and the ability to be insured at standard vehicle liability rates.
- Tennessee Class B CDL preferred.
- Incumbents are required to obtain a Tennessee Class B CDL within 1 year of employment.
- Must possess ASE certifications in a minimum of four (4) categories.

Gatlinburg Tennessee  
FLSA –Exempt (Administrative)  
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